



PERFORMANCE WORK STATEMENT (PWS)

MESS ATTENDANT SERVICES AT TYNDALL AFB, FL

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1.0 DESCRIPTION OF SERVICES

1.1. Scope of Work. This is a contract for mess attendant and support services in full food service facilities operated and managed by the 325th Fighter Wing, Tyndall AFB, FL. The contractor shall, as specified in this Performance Work Statement (PWS), provide all personnel, and other items or services necessary to perform food service attendant and support services at Tyndall AFB. The contractor shall perform the requirements in this PWS IAW Tri-Service Food Code and conform to the professional standards identified in this contract. Furthermore, the contractor shall follow all applicable federal laws, regulations, instructions and directives as identified in this PWS. Contractor tasks include, but not limited to, the following: serving and replenishing food; cleaning interior and exterior of facilities, equipment, and utensils; maintain equipment and repair as required; prepare raw vegetables fruits for the self-serve bars and use by military cooks, container cold cuts and cheeses for the use of military cooks at the sandwich/deli bar; provide servers for ethnic and/or specialty food bars; make and wrap sandwiches; cut and portion pastry items, and cashier services. Lastly, in the event of a contingency the contractor may be required to provide cooks to ensure continued service. The estimated quantities of work are listed in Technical Exhibit 2, *Workload Estimates*. The contractor shall submit reports and documentation as identified throughout this PWS. Requests for such reports and documentation and responses shall be coordinated by the Contracting Officer (CO) through the Contracting Officer Representative (COR).

1.2. Program Overview.

1.2.1 Operation of Facilities. The Tyndall AFB appropriated fund food service operation consists of a main dining facility, Berg-Liles Dining Facility, and an expanded flight kitchen, Raptor Quick Turn (RQT). These facilities are dedicated to providing full meal service and meeting the nutritional needs of Department of Defense (DOD) personnel who frequent the facilities. The Berg-Liles Dining Facility is a cafeteria style dining facility and also provides takeout meals. The RQT flight kitchen provides boxed meals for passengers and crews in support of flying missions on a 24-hour basis and to customers requesting them in support of ground operations. The RQT also provides hot menus during meal periods, Monday-Friday. The hours of operation for each facility can be found in Technical Exhibit 1.

1.2.2. Customer Eligibility. The primary customers at these dining facilities are Essential Station Messing (ESM) recipients; military personnel who are allotted rations in government dining facilities at the expense of the government. Secondary customers are military personnel who wish to and are granted permission to dine in the facility at their own expense. Officers and civilians in TDY status may also be authorized to dine in the facilities. Organizations such as JROTC, ROTC, Civil Air Patrol, Boy/Girl Scout troops, and other DOD members occasionally dine in the dining facility if permitted by the installation commander. Furthermore, the installation commander may authorize retirees, dependents and guests to occasionally eat in the dining facilities IAW AFI 34-239, Food Service Management Attachment 2. Customer eligibility is also referenced in each Cashier's Instruction Book. Cashiers will refer to the military shift leader or the dining facility manager to verify customer eligibility when in doubt. The contractor will ensure only authorized individuals are served.

1.3. Specific Contractor Tasks

1.3.1. Menu Boards. Post and maintain all computerized menu boards with menus provided by the military shift leader or government dining facility manager. Post menus and prices 30 minutes before the start of the meals. In the event of breakdown of electronic menu boards, the contractor shall post alternate menu boards to post menu listings until electronic boards are repaired. Post menu and price changes within 5 minutes of notification.

1.3.2. Food Preparation. The contractor is responsible for: peeling, seeding, chopping or otherwise readying raw fruits and vegetables for use by military cooks and other uses; placing cold cuts and cheeses in containers for use at the sandwich/deli bar; slice and plate desserts and baked goods. The contractor is responsible for all salad preparation to include cooking pasta and boiling eggs for pasta and egg salad. All HOT food items will be prepared by the Government; all COLD food items will be prepared by the contractor. The contractor shall institute sanitary food preparation in compliance with AFI 48-116, Food

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Safety Program and the current Tri-Service Food Code. The contractor shall obtain foods from storeroom for each meal and accomplish the food preparation tasks listed on the Food Service Production Log IAW recipes from the USAF Corporate Automated Food Enterprise System, (CAFÉ). The contractor will progressively prepare referenced food items to ensure optimum freshness, flavor, color, texture, and nutritional value.

1.3.3. Service of Food. Contractor will ensure prepared food is in place on the serving line 15 minutes before specified serving periods and will not remove food until 15 minutes after the serving period has ended. Contractor will arrange the food on the area(s) as indicated on "Food Service Production Log," or as directed by the government dining facility manager or shift leader. The contractor shall serve food in standard portions, as listed on the Food Service Production Log, and the Air Force Automated Recipe System. The contractor shall move full serving containers (pans, trays, etc.) to serving lines; replenish, replace or remove containers and perform standard cross panning procedures, meaning that no food items will be transferred from one line pan to another while on the serving line. Line pans must be changed in the kitchen, away from public view. The contractor will ensure that salad and ice cream bars are properly stocked during service hours. Contractor shall provide sufficient personnel to ensure that patrons can be served at the rate of 5 guests per minute on main serving line and 3 guests per minute on short order serving line or breakfast line. The contractor shall comply with AFI 34-239, Food Service Management Program; AFMAN 34-240, Food Services Program Management; Preface to the Worldwide Menu and current Tri-Service Food Code; AFI 40-104, Health Promotion Nutrition; AFI 48-116, Food Safety Program and Food Service Operations Standards (located at <http://www.e-publishing.af.mil/>) using the standard recipes on the USAF Corporate Automated Food Enterprise System, (CAFÉ). The contractor line servers shall not discard any food unless directed by the government. At the end of the serving period the military shift leader inspects, covers, labels and stores the food; or otherwise disposes of leftovers as appropriate.

1.3.4. Take Out Food. The contractor will make up boxes or containers, assemble, and pack the meal components for pickup take out. Grab-N-Go shall be available to all patrons during all meal periods. For carryout meals and the Grab-n-Go alternative carryout program at Berg-Liles, the containers must be IAW AF Guidelines (AF Food Service Operations Standards). The contractor shall receive orders and prepare Ground Support Meals (boxed lunches) as identified in the Corporate Food Services Guidelines for authorized base organizations within two (2) hours. Contractor must use commercial carryout boxes and containers with Air Force Food Service Logo at the RQT.

1.3.5. Table Cleaning Service. The contractor shall clean and sanitize dining room tables, chairs, or benches at a rate sufficient to ensure availability to customers. The contractor shall replenish dining table items (napkins, salt, pepper, condiments, sanitizers etc.) so that they are available to all patrons without waiting. The contractor shall post flyers marketing special events at each table as directed by the government facility manager/COR or military shift leader. Customers will be required to bus their own tables and take their dishes/trays to a designated collection area. The contractor will remove used dishes/trays from the designated collection area in a professional and organized manner. Plates shall not be scraped in view of customers.

1.3.6. Beverage Bar and Dessert Display. The contractor will prepare and replenish all offered beverages as needed (includes carton, bottle and dispensed beverages); set up and replenish dessert display; setup and replenish glasses, silverware and tray and maintain ice cream dispenser replenishing as required. The contractor will clean and empty containers at the end of each day.

1.3.7. Cashier Services. The contractor will provide cashier services and have cashiers in place at the cash register to wait on patrons 5 minutes prior to the posted meal hour. A qualified cashier must be on the register at all times during meal service times or when money is in the register. The contractor must perform cashier duties for each meal to maintain a flow rate of guests to correspond with serving line flow rates specified in this contract (at a minimum 5 customers per minute). Cashier shall perform ID check as required by customer eligibility and refer any questions to the military facility manager or military shift leader.

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1.3.7.1 The cashier must be able to operate the government provided cash register system. The government will provide a copy of the current cashier instructions (Cashiers Continuity Book) at each cashier station. In addition, each cashier shall comply with AFI 34-239, Chapter 4.2, Food Service Management Program, and Air Force Manual (AFMAN) 34-240, Chapter 1 & 3.

1.3.7.2 The contractor shall be responsible for all cash collected from the time of collection until the military verifies and collects the cash from the contractor. The contractor will use the DD Form 1131, Cash Collection Voucher for turn-in of funds to the contract manager with supporting documentation for receipts, overages and shortages. The government shall collect and deposit all cash receipts to include overages. The contractor shall be responsible to the government for the difference when a shortage occurs. The government shall take the return copy of DD Form 1131 with supporting documentation, to the Food Service Accountant for deposit verification and supply a final copy for the contractor. The Contractor will use AF Form 79, Head Count Record, and AF Form 1469, ESM Invalid Entitlements Log when requested by Dining Facility Manager or military shift leader to record attendance at each meal or at locations where cash registers are inoperative.

1.3.7.3. The contractor shall provide change funds in sufficient amounts to make change to cash patrons.

1.3.8 Sanitation Requirements. The contractor shall comply with all federal and Air Force mandated sanitation requirements. AFI 48-116, Food Safety Program all chapters and Tri-Service Food Code and supplements as directed by HQ Services Agency. In addition to inspections of contractor performance by the COR, medical public health personnel assigned by the installation director of military public health (MPH) will also inspect facility compliance with sanitary standards. Contractor sanitary deficiencies shall be corrected immediately and corrective action reported to the COR and facility manager as soon as completed. The contractor shall provide a cleaning schedule to include all cleaning and sanitation of equipment and facilities to the COR and facility manager as part of the contractor's Quality Control Plan.

1.3.9. Housekeeping Services. The contractor shall maintain the interior and exterior of the facilities in a clean and sanitary condition at all times. The contractor shall immediately respond to areas that affect customer service. All housekeeping practices shall comply with the Tri-Service Food Code. The contractor shall do only essential cleaning in the kitchen while meals are being prepared and in the dining area while patrons are present. The contractor shall cleanup those areas that immediately affect customer service to include appearance of the dining facility and expanded flight kitchen.

1.3.9.1. Floor Cleaning. The contractor shall clean and sanitize all floors so that no visible dirt or dust remains on floors, floor mats or runners. The contractor shall also ensure that there is no visible dirt in corners, behind doors, or under furniture and equipment, or on table legs/booths. Do not place chairs on tables at any time. Floors shall be spot cleaned by the contractor to ensure food spills and debris are removed immediately and to promote a clean and safe working environment; caution signs must be posted on wet floors. Contractor will sanitize mops, brooms and brushes IAW contractor's cleaning schedule and the Tri-Service Food Code.

1.3.9.2. Carpet Cleaning. Contractor will vacuum carpet so that no visible dirt, food particles, or stains remain and steam clean, and shampoo carpets on a monthly basis during the last week of each month.

1.3.9.3. Lavatories. Contractor will spot check lavatories during meal times to ensure tidiness and those supplies are available. Contractor will clean toilets, urinals, washbasins, slop sinks and partitions with a germicidal detergent solution and de-scale toilets and urinals as required. Contractor will remove all dirt and debris from the floor tile grout. Cleaning will remove all deposits, stains, and foreign matter, including those under fixture edges, lips, and on all exposed surfaces.

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1.3.9.4. Dish, Silver, Glass and Kitchenware. Contractor will clean and sanitize dishes, silverware, pots, pans, utensils and equipment in the kitchen, and dining areas IAW the Tri-Service Food Code. Contractor will handle cleaned and sanitized equipment and utensils to protect them from contamination. Contractor will touch spoons, knives, and forks only by their handles without contacting inside surfaces or the surfaces that contact the user's mouth IAW the Tri-Service Food Code. Contractor will only use containers that present only the handles to customers, for holding knives forks, and spoons; and air dry utensils before putting away, or store in a self-draining position. Contractor will ensure that all glasses, cups, and dinnerware are inverted while on shelves awaiting use. Cleaned, sanitized utensils and equipment will be stored at least 6 inches above the floor in a clean, dry location in a way that protects them from contamination by splash, dust and other means.

1.3.9.5. Window Cleaning, Dusting and Light bulb Replacement. Contractor will ensure interior and exterior windows are cleaned and sanitized to present a clean and dirt-free appearance. Contractor will replace all burned out light bulbs and fluorescent tubes 10 feet and below, inside and outside the assigned facilities, with contractor-supplied bulbs and tubes, within 24 hours. The contractor will turn in all burnt light bulbs to the facility manager, who will turn the burnt bulbs into the Tyndall AFB, Hazmat Recycling Center. Contractor will notify military shift leader or government facility manager of the need to replace any lights above 10 feet; the government shall be responsible for purchase and replacement of any lights above 10 feet. Contractor will dust furniture, fixtures, decorations, and TVs as needed.

1.3.9.6. Metal and Wood Polishing, Wall and Door Cleaning. Contractor will polish metal equipment and fixtures, wood fixtures, and metal or wood/decorations to achieve a surface of uniformly bright appearance free of streaks, tarnish, and polish residue. Wall and door housekeeping includes cleaning walls, wainscots, doors, posts, partitions, baseboards, trim, jambs, and wall-mounted fixtures to include TVs, wall art etc. Make sure hand smudges, grease, and splashes on baseboards, doors, and trim are removed. Ensure walls in high moisture areas such as ware washing rooms and lavatories are scrubbed as necessary to remove mold. Ensure hard gloss wainscots or glazed tile surfaces are properly cleaned when bright and free of dirt, mold, stains, streaks, lint, and splash.

1.3.9.7. Exterior Housekeeping

1.3.9.7.1. Contractor will sweep and clean in and around entrances, exits and sidewalks as required to maintain a neat and clean facility appearance at all times. Cleaning includes removing all paper, trash, and cigarette butts from the area and pick up trash on ground and other paved areas within 50 feet of the Berg-Liles facility and within 20 feet of the RQT. The contractor shall ensure rock beds and sidewalk cracks remain weed-free. All rocks are maintained in the rock beds and off the sidewalk. Weather, traffic, or other conditions may demand additional cleaning or maintenance to ensure that the grounds are clean and orderly.

1.3.9.7.2. Contractor will clean concrete floors, rear platforms, outside storage areas, and around entrances and exits, to ensure dirt, dust, food residue, debris, stains to include petroleum stains, are removed from concrete surfaces and. Areas shall be pressure wash as needed.

1.3.9.7.3. The contractor shall provide and replace light bulbs in the area adjacent to the retaining wall of the Berg-Liles Dining Facility.

1.3.9.7.4. Contractor shall filter grease and clean grease pit once per day.

1.3.10. Waste Management. The government is responsible for waste disposal. The contractor will assist in segregating and ensuring that recyclable materials (cardboard, plastic bottles, glass, grease, aluminum

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cans) are placed in the proper area/receptacle. Contractor will remove non-reusable waste materials (trash and garbage) from the facilities at the end of each day or when the material is within 3 inches from the top of the trash bin and place it in a government approved, and provided container. The contractor will not use any hazardous materials in performance of this contract without obtaining pre approval through the COR. Any hazardous materials must be coordinated with the HAZMAT Pharmacy in advance.

1.3.11. Equipment Repair. The contractor will provide major and minor repairs on the equipment listed on Technical Exhibit 4a. This includes repair of all government-furnished equipment and replacement of component parts, hood filters, and water faucets. The contractor is responsible for obtaining qualified repair personnel using certified manufactured approved methods to properly perform this service. The contractor shall first notify the military representative on duty prior to making any repairs to any government furnished equipment. The Government shall arrange for the repair or replacement of equipment and parts, which are covered by a warranty.

1.3.11.1. Written Cost Estimates. The contractor shall furnish a written cost estimate to the COR or Dining Facility Manager on any equipment repair exceeding \$500.00 (including material and labor costs). For repairs where costs are expected to exceed \$2,500.00, the contractor must obtain 3 quotes for the same item. A copy of the 3 quotes will be sent to the COR/DFAC Manager who will obtain the approval from the Contracting Officer. Upon approval of the estimate by the Contracting Officer, the contractor shall ensure that the repair is completed satisfactorily. The government shall then reimburse the contractor the actual invoice cost for all parts and labor used, plus any related special handling costs.

1.3.11.2. Purchased Parts. The contractor shall furnish all replacement parts needed for repairs. The contractor shall own all parts purchased until they are installed on government-owned equipment. The government will then reimburse the contractor, at actual invoice cost for all parts used plus any related special handling costs. The contractor shall submit consumption data on all parts used each quarter to the government. Parts purchased for repairs and maintenance shall be of equal or greater quality to the parts replaced. The contractor shall purchase parts at the lowest price obtainable after securing reasonable competition for such purchases. The contractor shall credit all discounts and rebates to the government. Used parts, or a credit invoice for it, shall be turned in to the government.

1.3.11.3. Repair Response Time. The COR will determine the classification of repairs. The contractor shall initiate and complete repairs within the period of time designated below. If the repairs are not completed within the designated time frame, the contractor shall submit a written explanation to the COR stating why the equipment has not been repaired and the estimated date when repairs will be completed.

- (1) Routine - Initiate 24 hours - Repair within 96 hours
- (2) Urgent - Initiate 12 hours - Repair within 48 hours
- (3) Emergency - Initiate 1 hour - Repair within 24 hours

1.3.11.4. Replacement. If the contractor believes that a piece of equipment is beyond economical repair, the contractor shall provide substantiating data to support the recommended replacement. If the government determines replacement is warranted the government will purchase replacement items. The government will be responsible for disposal of any equipment replaced or no longer needed.

1.3.12. Preventive Maintenance. The contractor shall perform preventive maintenance, IAW manufacturer's instructions on all equipment listed on Technical Exhibit 4a unless the equipment is still under warranty in which case the government will perform preventative maintenance and repairs on equipment until the warranty expires at which time the contractor shall become responsible for preventative maintenance and repairs on that equipment. The government will provide the contractor a copy of the Manufacturer's instructions. The contractor shall develop and maintain an Equipment Maintenance Plan.

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The plan shall specify when preventive maintenance is accomplished and how maintenance and repairs are documented. The contractor shall establish, maintain and adhere to the plan which will be reviewed by the Government, to control, protect, preserve, and maintain all Government property. The contractor shall provide all materials and supplies necessary to perform preventive maintenance. Costs for preventive maintenance are included in the contract price. The Equipment Maintenance Plan will be presented no later than the last day of contract start month. The contractor shall maintain a log of scheduled maintenance and maintenance recording all preventive maintenance performed. This log will be available for government review and become the property of the government at the end of the contract.

1.3.13. Contingency Workload for Contract Cooks

1.3.13.1. In special and emergency situations, including, but not limited to, mobilization and surge requirements, the contracting officer may, in writing through a contract modification or official letter, direct the contractor to provide cooks in addition to attendant personnel. The Food Service Officer will determine the duty hours which may include weekend and holiday work. The contractor shall not provide more hours of additional service than those officially requested by the Contracting Officer and fully funded for the stated period.

1.3.13.2. The government will provide the contractor a minimum of five calendar days' notice to provide a specific number of military cooks and the expected duration of the requirement, which typically range from 3-179 days. Positions which the contractor might be required to fill will be identified by the DFAC Manager.

1.3.13.3. The contractor shall provide cooks who are qualified to perform the cook duties as specified in AFMAN 36-2108, Attachment 25, paragraph 3.4.1 in regards to food service experience only. Contractor cooks' qualifications shall be equivalent to the "3M051" skill level.

1.3.13.4. The government, at its option, when perceived that mission accomplishment is endangered, may augment surge requirements beyond the capability of the contractor.

1.3.13.5. Contract cooks will not exercise management duties. The Dining facility manager determines quantities of each food item to be prepared for each meal from past records. Contract cooks may not adjust the quantities without the concurrence of the Dining Facility Manager or other military member on duty. Additionally, a military manager or military shift leader will inspect, covers, labels and stores the food; or otherwise disposes of leftovers as appropriate. The contractor line servers shall not discard any food unless directed by the government.

1.3.14. Hours of Operation. The contractor shall provide sufficient personnel to meet contract requirements during normal operating hours at the Berg-Liles Dining Facility and Raptor Quick Turn as listed in Technical Exhibit 1.

1.3.14.1. Holidays. The Berg-Liles Dining Facility is open on all holidays; the Raptor Quick Turn is closed on all holidays. The contractor shall plan for increased attendance expected at Thanksgiving as well as extending service hours if necessary. The Government will provide holiday schedules during Thanksgiving, the Christmas season, and other special occasions to the contractor at least 3 days before the date of the event.

1.3.14.2. Extended Service Hours. Special and emergency circumstances, such as accident and rescue operations, civil disturbances, weather warnings, base alerts, may necessitate a change in dining facility hours and could require 24 hour operations on an extended basis of up to 24 hours per day. (NOTE: Extended meal service hours refer to the amount of serving time are those above and beyond the normal meal serving hours.) The contractor shall provide these services when required by the contracting officer. The Contracting Officer will verbally advise the contractor of the effort required. If applicable, the contracting officer will follow up with a modification to the contract at a negotiated price.

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1.3.14.2.1. Frequency Special or Emergency Circumstances. The number of emergency or special operations vary, but can be reasonably predicted from history. The contractor shall respond to an estimated 5 Operational Readiness Exercises or Inspections (ORE/ORI), military exercises, actual emergencies or natural disasters during an average year by extending serving hours, as directed by the contracting officer. Serving hours under this provision may be increased to 24-hours per day and may be implemented as directed by the contracting officer at any time as required to meet military mission requirements.

1.3.14.2.2. Visits by VIPs and Inspection Teams. VIPs, Management Assistance Teams, Commander's Annual Facility Inspection Teams, and other operational commitments will require additional support from the contractor in such areas as sanitation and general appearance (Estimated 2 times per year).

1.3.15. Quality Control Program. The contractor shall develop and maintain a quality control program to ensure contract services are performed IAW established required services standards addressed in the Services Summary (SS). The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective contract services or performance. The Contractor shall submit a Quality Control Plan (QCP) to the CO for acceptance with their solicitation package and again 30 days after contract award to incorporate potential changes learned during the contract phase-in period. The contractor shall establish and maintain a complete Quality Control Program Plan (QCP) for the performance of this contract. This plan shall be broad enough to address quality control of all aspects of contractor performance. At a minimum, the plan shall include: responsibility for surveillance of work by any subcontractors and in-house quality control inspectors, process for acceptance, rejection, documentation and resolution of deficiencies for work, for work performed by contractor work force or subcontractors, trend analysis, corrective action to identify poor performance by any contractor work staff, and the plan to interface with Government inspectors who maintain the overarching Quality Control Program for each facility. Proposed changes to the plan must have contracting officer and COR acceptance. Daily quality control checks such as, but not limited to, adherence to the production log, temperature checks on the serving lines, and pH tests on the water utilized will be conducted by the Government via an AF 977. A copy of all Government quality inspection checklists will be provided to the contractor for inclusion in their QCP. The contractor shall ensure that all deficiency responses include corrective actions to all items found. Provide a copy to COR/contracting officer within 24 hours.

1.3.15.1. The contractor shall develop and maintain a QC program ensuring the Government's interests are protected. The contractor's Project Manager shall ensure all aspects of the contract are met including the QC plan and inspection system. Contractor personnel performing the QC function shall have sufficient, well-defined responsibility, authority and the organizational freedom to identify and evaluate quality problems and to initiate, recommend, or provide solutions.

1.3.15.2. The contractor shall maintain records of all audits and inspections. The QC records shall indicate the nature and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken, as appropriate.

1.3.15.3. Contractor Contingency Operations Plan. The Contractor shall include a contingency plan as part of the QCP to explain how operations will be expanded in emergency situations (i.e., essential personnel fail to report for work, equipment breakdown, subcontractor quits without notification, deployment of military cooks and mess attendant personnel.)

1.3.15.4. Strike Contingency Plan. The contractor will submit a Service Interruptions/Strike Plan to the 325th Contracting Squadron. The contractor will identify procedures they will take to ensure there are no interruptions of contract services due to labor disputes, labor strikes, or weather conditions.

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1.3.15.5. Training

1.3.15.5.1. Training Plan. Contractor shall develop and maintain a training program designed to ensure all contractor personnel are properly trained are aware of the current contract requirements.

1.3.15.5.2. Required Training. Contractor is responsible for providing the following training to their employees:

- (a) ServSafe
- (b) Customer Service
- (c) Specific Job
- (d) Equipment Safety

1.3.15.5.3 Required Government Training (Coordinated w/ DFAC Manager).

(a) **Anti-Terrorism Training.** The AF will provide appropriate Level 1 anti-terrorism training to contractor employees as required for mission requirements. This training shall be requested through the contracting officer or COR. (ADLS if CAC, ATO provided if no CAC access)

(b) **Ancillary Training (Total Force Awareness Training).** The contractor shall take all ancillary training courses that the government requires for all military and Civil Service employees (such as Environmental Safety Training) and any specific course pertaining to a task, as required by AFI 33-200, Information Assurance Management, unit or Wing/IA office. All courses must be taken, and passed by all on-site contractor personnel.

(c) **Fire Prevention and Anti-Robbery Training.** The contractor shall ensure that contractor personnel attend annual fire prevention and anti-robbery training provided by the Government. Fire prevention training will be IAW Air Force Consolidated Occupational Safety Standard (AFOSH STD) 91-501, Chapter 6 and appropriate National Fire Protection Association (NFPA) Codes. Anti-robbery/resource protection training will be provided by base security forces IAW 31-201.

1.3.15.5.4. Required Training Documentation. The contractor will maintain documentation of all training for all employees at required intervals. It is the contractor's responsibility to ensure all training is up to date.

1.3.16. Contractor Furnished Property and Supplies. Except for those items, materials, or services specifically identified as government-furnished/provided or government reimbursed, the contractor shall furnish everything required to perform this contract, to include but not limited to: Cleaning supplies (to include brooms mops, buckets, vacuum cleaners and rug shampooers, power washers, steam cleaners and cleaning products), Alcohol based hand sanitizer, Dining Packs, Plastic Forks, Plastic Knives, Plastic Spoons, Plastic Sporks, Deli Cups w/ lids, Aluminum Foil, Light Bulbs/Fluorescent Tubes, Food Service Logo Flight Meal Boxes, Styrofoam Carryout Food Containers, Carryout Salad Transparent Plastic Containers 6 oz/12 oz, Time and Date Stickers, Grab-N-Go Stickers, White Grab-N-Go Paper Bags, Time and Date Gun, Cash Register Tape and ink cartridges, Wax Paper Rolls, Styrofoam Cups w/ lids 10 oz, Coffee Cups with Lid, Trash bags Large & Small, Brown Paper Roll, Carryout Soup Bowls w/ lids 12 oz, Plastic Wrap, Dishwasher Thermometer Temperature Strips, Water Filters for Ice Machine(s), Water

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Filters, Fryer Filter Bags, Nacho Containers w/ lids and Napkins, Chlorine Sanitizer Test Papers (Ph strips), Vinyl gloves of various sizes for food preparation.

1.3.17. Special Functions. The contractor shall decorate the Berg-Liles Dining Facility with government provided decorative materials for holidays and special occasions. Decorative materials will also include government provided flower arrangements. This will include the decoration of the entranceway to the Berg-Liles Dining Facility and RQT Flight Kitchen, the dining area and serving line area to include setting up the serving line of the Berg-Liles Dining Facility. The contractor shall arrange, decorate and set the dining room tables to accommodate all special functions, VIP visits and or operational commitments.

1.3.18. Operating Instructions. Contractor will adhere to the Air Force activity Operating Instruction (OI) for internal circulation control, protection of resources and to regulate entry into Air Force controlled areas during normal, simulated and actual emergency operations.

1.3.19. Funds Protection. To protect cash held by the contractor, the contractor shall comply with AFI 31-101, The Installation Security Program and AFI 31-209, Resource Protection Program.

1.3.20. Random Anti-Terrorism Measures (RAMs). The contractor shall be aware of Random Anti-Terrorism Measures IAW all 325th Fighter Wing Threat Conditions (THREATCON) checklists and instructions. Instructions will be given by the COR when needed upon a real world threat. Contractor will cooperate and assist as requested with measures taken, including personal identification, building checks, posting applicable signs, and establishing a single entry point to the facility.

1.3.21. Hurricane/Inclement Measures. The contractor shall be aware and trained on the hurricane procedures IAW 325th Force Support Squadron HURCON guidelines. The contractor shall have an emergency plan that is accessible to all employees. In the event of contingency, the contractor shall continue to provide service and/or extending service, if necessary. The CO and/or COR will provide the contractor 24-hour advance notice in the event the government requests curtailing or extending hours of operations for the dining facility. The contractor will provide the COR and the CO an emergency number in case of severe weather, bridge closures and/or base evacuation. If contractor service is curtailed or eliminated by Hurricane or other weather emergency the contractor will be Contractor shall not return to work until given a 24-hour notice by the COR and/or CO. In the event of unpredictable circumstances due to severe weather and/or bridge closures during employees' work-hours, overnight lodging will be offered and reimbursable by the government for contractor employees unable to get home at the end of their shift. Overnight lodging must be approved by the CO in advance.

1.3.22. Contract Transition

1.3.22.1. Phase-In. The contractor shall provide a complete phase-in plan to ensure a smooth transition in the change of work effort. The plan shall be submitted to the contracting officer as part of the proposal. The contractor will have a phase-in period of 10 days in which to perform cleaning of the facility and equipment. This time will also be used by the contractor to get his/her staff in place and oriented to the facility, equipment, and the services required by the end of the phase-in period.

1.3.22.2. Phase-Out. If or when there is a change in service provider, the incumbent service provider shall provide familiarization to the follow-on service provider. During the phase-out familiarization period, the incumbent shall be fully responsible for the scope of work specified in the PWS.

2.0 SERVICES SUMMARY. The service requirements are summarized into performance outcomes that relate directly to mission essential items. The performance thresholds describe the minimum acceptable levels of service required for each requirement. The thresholds are critical to mission success.

SS Item Number	Performance Objective	PWS Para.	Performance Threshold
SS # 1	Post and maintain all menu boards	1.3.1	NMT 2 discrepancies per month
SS # 2	Prepare food IAW the PWS	1.3.2	NMT 2 discrepancies per month
SS # 3	Serving of Food	1.3.3	NMT 2 discrepancies per month
SS # 4	Provide Grab and Go Meals	1.3.4	NMT 2 discrepancies per month
SS # 5	Table Cleaning Services	1.3.5	NMT 3 discrepancies per month
SS # 6	Maintain Established Guest Flow Rates	1.3.3 & 1.3.7	NMT 2 discrepancies per month
SS # 7	Adhere to Food Safety Standards	1.3.2, 1.3.3 & 1.3.8	No discrepancies per month
SS # 8	Maintain Breakfast Bar & Dessert Display	1.3.6	NMT 3 discrepancies per month
SS # 9	Provide for Ground Support Meals	1.3.4	NMT 2 discrepancies per month
SS # 10	Perform Cashier Services	1.3.7	NMT 1 discrepancy per month per facility
SS # 11	Conform to Sanitation Requirements	1.3.8	No discrepancies per month
SS # 12	Perform Housekeeping Services	1.3.9	NMT 3 discrepancies per month
SS # 13	Perform Random Anti-Terrorism Measures	1.3.24	NMT 3 discrepancies per month
SS # 14	Comply with Waste Management	1.3.10	NMT 3 discrepancies per month

SS # 15	Perform Exterior House Keeping	1.3.9.7	NMT 3 discrepancies per month
SS # 16	Perform Minor/Major Maintenance and Repair	1.3.11 & 1.3.12	NMT 3 discrepancies per month
SS # 17	Provide for Contingency Operations	1.3.13	No discrepancies per contingency

3.0 GOVERNMENT PROVIDED SERVICES, PROPERTY AND EQUIPMENT.

3.1. Facilities. The services provided shall take place in the government facilities listed in Technical Exhibit 4. The government manages and is responsible for the maintenance and repair of these facilities. The Contractor shall not make alterations to the facilities without specific written permission from the contracting officer/COR.

3.1.1. No alternations to the office space shall be made without the specific written permission from the functional commander and the CO as coordinated and approved via the Civil Engineer work order, AF Form 332. In case of alterations necessary for compliance with OSHA, such permission shall not be reasonably withheld.

3.1.2. Smoking in ACC Facilities. Contractors are advised that the Commander has placed restrictions on the smoking of tobacco products in ACC facilities. AFI 40-102, Tobacco Use in the Air Force, and its ACC supplement 1, outline the procedures used by the commander to control smoking in our facilities. Contractor employees and visitors are subject to the same restrictions as government personnel. Smoking is permitted only in designated smoking areas.

3.2. Equipment. The government will provide the equipment listed in Technical Exhibit 4a for the contractors use.

3.2.1. Equipment Inventory. An inventory of government furnished equipment must be done no later than 5 calendar days before the start of the contract period, and no later than 10 calendar days before the completion of the contract period (including any option periods). A joint inventory of government-furnished equipment will be accomplished by the incumbent, the new contractor, and COR. Items of equipment missing or not in working order shall be recorded and the contracting officer will be notified in writing. The contractor and COR shall jointly determine the working order and condition of all equipment and document their findings on the inventory. In the event of disagreement between the contractor and the COR on the working order and condition of equipment, the disagreement shall be referred to the contracting officer for resolution.

3.2.2. Equipment Loss or Damage. Liability for loss or damage to Government furnished equipment shall be determined IAW Federal Acquisition Regulation (FAR) 52.245-1 Alt 1.

3.3. Materials,Supplies and Services.

3.3.1. Materials. The government will replace materials (dishes, plates, glasses, silverware, serving utensils, pots, pans and other cook ware etc.) that are lost due to fair wear and tear up to 10% of the inventory. The contractor will replace, with like items, any loss over 10% of the inventory. Any additional stock that is needed above the initial inventory will be at the Government's expense. These materials shall be inventoried not later than five (5) working days before contract start by the Contractor and a Government representative designated by the CO. The contractor and government representative will conduct quarterly inventories. Upon completion of the contract, the Contractor and the Government representative will conduct a joint inventory of the Government-provided supplies. Any additional stock that is needed above the initial inventory will be at the government's expense.

3.3.2. Subsistence (Food). The government will provide all food and food items required.

3.3.3. Services. The government is responsible for:

3.3.3.1 General.

- (1) Removal of any equipment condemned or replaced from the food service facility.
- (2) All Utilities to include water, sewer, electrical, gas.
- (3) All gas, water and steam lines up to and including the supply source for each piece of equipment.
- (4) Calibration of all scales and deep fat fryer thermostats.
- (5) Repair of walk-in refrigerators.
- (6) Cleaning, maintenance, and repair of exhaust duct (hoods) systems through the exterior outlet and exhaust fan mechanisms.
- (7) All alteration, repair, and maintenance of buildings.
- (8) Providing building space to be used by the contractor for repairs, maintenance, and parts storage.
- (9) Insect and Rodent Control
- (10) Waste Collection. Provide dumpsters and ensure they are emptied on a regular basis or more often as required
- (11) Mail Distribution. On-base only.
- (12) Continuity Binder. A continuity binder will be provided at each Point of Sale (POS) station. This continuity binder will include references in whole or part for the following publications, other directives and forms:

(1) DEPARTMENT OF DEFENSE and AIR FORCE PUBLICATIONS

- (i) AFI 31-101 Air Force Resource Protection Program
- (ii) AFI 34-239 Food Service Management Program
- (iii) AFI 34-145 Essential Station Messing Program (ESM)
- (iv) AFI 48-116 Food Safety Program
- (v) AFI 40-104 Nutrition Education
- (vi) AFMAN 34-240 Food Service Program Management
- (vii) AFMAN 36-2108 Classifying Military Personnel

(2) OTHER DIRECTIVES

- (i) US Department of Health and Human Services Food Code

(3) AIR FORCE FORMS

- (i) AF IMT 27 Food Service Customer Comments
- (ii) AF Form 55 Employee Safety and Health Record
- (iii) AF Form 79 Cash Collection Form
- (iv) AF Form 282 Unannounced Spot Check of Cashier
- (iv) AF Form 439 Robbery Checklist
- (v) AF Form 440 Bomb Threat
- (vi) AF Form 463 Flight Meal Request
- (vii) AF Form 812 ALACS Meal Order Request
- (vi) AF Form 1038 Hennessy Evaluation Record
- (viii) AF Form 1254 Register of Cash Collection Sheets
- (viii) AF Form 1305 Receipt for Transfer of Cash and Vouchers
- (ix) AF Form 1469 ESM Invalid Entitlements Log
- (x) AF Form 2039 Ground Support Meal Request Form

(4) DEPARTMENT OF DEFENSE FORMS

- (i) DD Form 1131 Cash Collection Voucher

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3.4. Government Furnished Utilities. The government will furnish electricity, water and sewage service as necessary for accomplishment of work in accordance with this contract.

3.4.1. Utility Conservation. The contractor shall adhere to all base level utility conservation practices or requirements. The contractor shall be responsible for operating under conditions that prevent wast of utilities.

3.5. Telephone Services. The government will provide base, local, and long distance commercial telephone service. The contractor shall use government provided telephone services for official government business only. The contractor shall not accept any collect telephone calls. The contractor communication services will be subject to monitoring. The contractor shall coordinate changes in services and handset locations with the COR.

3.6. Security, Fire and Medical Services. The government will provide police and fire protection. In the event of a medical emergency, base ambulance service for transporting an injured employee to a local hospital is available on a cost reimbursement basis. Emergency contact as follows:

Police/Security - Law Enforcement Desk 283-2254

Fire Department 283-2884/117

Ambulance 283-7591

Emergencies 911 (ensure you identify that the emergency is at Tyndall AFB at the beginning of the 911 call)

3.7. Mail Service. The government will provide postal services for official government mail only. Contractor shall be responsible for coordinating with the US Postal Service for the delivery of mail to the contractor's facility or post office box.

4.0 Contractor Personnel.

4.1. Management. The contractor shall provide a full-time contract manager on site, during normal duty hours (0730-1630 hours) who shall be responsible for the performance of the contractor's work under this contract. The name of this person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the contracting officer and a copy provided to the COR. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to services provided under this contract. The contract manager or alternate shall be available at all times to meet at Tyndall AFB with government personnel designated by the COR and contracting officer to discuss problem areas. The contract manager and alternate or alternates must be able to read, write, speak, and understand English. These positions shall at no time be vacant.

4.2. Uniform Requirements. The contractor shall provide employee uniforms, nametags, and any other specialty clothing (jackets, gloves, rubber gloves, aprons, no-slip steel toe shoes, etc.) Employees shall wear clean, neat, pressed and well-fitting uniforms at all times while on duty. The uniform shirt is to be tucked in at all times while on-duty. Contractor personnel must comply with the current food code with the wear of any jewelry. All uniforms must be consistent with the pattern and material, the contractor must have available uniforms for any newly hired personnel. The uniform shall not contain commercial advertising except that the hats and nametags may contain the contractor's name. Submit uniforms for approval by the contracting office and COR no later than 2 weeks prior to contract start date. Torn and dirty uniforms, in addition to those with rips, missing buttons, etc. are not to be worn in the dining facility.

4.2.1. Shoes. All shoes shall be of sturdy construction and shall cover the foot for sanitation and safety reasons. Open-toe shoes, sandals, or athletic shoes, and heels higher then 1/2 inches shall not be worn. All shoes shall be black in color and slip resistant for safety. Steel toes are recommended for safety purposes, but optional.

4.2.2. Name Tags. All personnel shall wear a nametag furnished by the contractor with the employee's first and last name. Name tags worn by the contract manager and supervisors shall indicate their job title. All name tags will be worn on the right side of shirt chest high.

4.3. Conduct. Contractor employees shall not loiter in any working or patron area. Upon completion of their assigned shifts, or after eating, employees shall promptly depart from the food service facilities. The use of alcoholic beverages, illegal drugs, or profane or offensive language (either verbal or written) by contractor employees while on duty is strictly prohibited. The contractor shall immediately remove employees from duty who are under the influence of alcohol or drugs. The contractor shall be responsible for scheduling and paying for drug testing IAW the contractor's drug testing policies. All contractor personnel shall comply with installation rules and regulations not limited to but including those for motor vehicle use.

4.4. Contractor Personnel Meals. Contractor personnel who work in dining facilities under this contract may purchase food and beverages, to be consumed in the facility, while on duty and up to 30 minutes before or after their shifts. Employees shall pay for each item at the established item price to include the government authorized surcharge.

4.4.1. Contractor employees who eat government provided food shall pay the established price for each item selected. This policy does not apply to a spoon size taste/sampling by personnel assigned to quality control. Employees purchasing food shall sign customer receipt tapes, which the contractor retains for each meal period as proof of payment. Meals purchased by employees shall not count as meals served for contract payment purposes. Employees shall not bring in any raw food items, nor shall personal equipment be brought into the facility to cook any personal items. For example there will be no rice cooker, slow cooker, etc. The only outside appliance allowed will be a coffee machine, located at the Raptor Quick Turn Flight Kitchen (RQT). All food items brought into the Berg-Liles Dining Facility or the Raptor Quick Turn flight kitchen shall be a finished product. Finished product means all items are cooked and the recipe is complete. A refrigerator has been provided for employees to store their items, as well as a microwave to warm up their items. Drinks can be purchased at each facility. Employees are not limited to beverages purchased at the facility.

5.0 General Information

5.1. Security Requirements. All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the government installation shall abide by all security regulations of the installation.

5.1.1.1. Suitability Investigations for normal operations. Personnel working in a government facility for less than 6 months or working anywhere on Tyndall AFB property are required to have a **Local Files Check**. The Unit Security Manager will coordinate the Background Affidavit (with Pass & ID) and DBIDS Application– allow 3-5 day process time. A favorable local files check is required to be granted base access.

All contracts prohibit hiring of illegal aliens for base duties and corrective/punitive actions can be taken when violations occur (AFI 63-113, ACC Sup).

5.1.1.2. Personnel working in a government facility 6 months or longer or at any time requiring access to the **Local Area Network** will require a National Agency Check with Written Inquiry (**NACI**). An open NACI Investigation, at a minimum, is required before access to government furnished workstations that have access to Air Force e-mail systems can be granted. A Network Waiver may be granted by the Unit Commander after completion of an "Open" NACI reflects in JPAS. These investigations shall be submitted by the government at no additional cost to the contractor. Personnel requiring Unescorted Entry to Restricted Areas, require a favorably completed NACI clearance – IAW DoD 5200.2-R, Personnel Security Program.

5.1.2. Pass and Identification Items. The contractor shall ensure the following pass and identification items required for contract performance are obtained for employees and non-government owned vehicles:

a. **DBIDS, Defense Biometrics Identification System - Contractor Identification Card.** Process a DBIDS Application to obtain a DBIDS Contractor ID card. *A DBIDS Contractor ID card is required for performance on the installation in a contractor capacity, regardless of alternate base access forms of identification (ex: dependent ID, retired military ID.)*

b. DoD Common Access Card (CAC), AFI 36-3026_IP, Vol 1. A CAC (contractor) ID card is required for performance on the installation in a contractor capacity, regardless of alternate base access forms of identification (ex: retired military ID).

b. **AF Form 75, Visitor/Vehicle Pass** (AFI 31-204): The Service Provider shall adhere to local security policy when applying for short/long term visitors' passes. Any contractor requesting a pass for more than 3 days will complete a Local Files Check with 325 SFS/Pass & ID. Vehicle passes (personal vehicles) are no longer required.

5.1.4. Retrieving Identification Media. The contractor shall retrieve all identification media from employees who depart for any reason before the contract expires; e.g., terminated for cause, retirement and submit them to the COR.

5.2. Listing of Employees. The contractor shall maintain a current listing of employees. The list shall include employee's name, social security number, and level of security clearance or base access (to include if escort privileges are authorized), on company letterhead. The list shall be validated and signed by the company facility security officer (FSO) and provided to the COR, Unit Security Manager prior to the contract start date, and to the Contracting Officer (upon request). *Updated listings shall be provided when an employee's status or information changes.*

5.3. Physical Security. The contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of each work shift, all equipment, and materials shall be secured.

5.4. Anti-Terrorism/Force Protection. Contractor personnel, including subcontractors, must comply with and participate in the installation AT/FP Program, specifically including the conduct of Random Antiterrorism Measures (RAM).

5.5. Freedom Of Information Act Program (FOIA). The contractor shall comply with DoD Regulation 5400.7/Air Force Supplement and AFMAN 33-302, DoD Freedom of Information Act Program requirements. The regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding FOUO material. Contractors who are functional OPRs for official government records are not authorized to make the decision to disclose government records.

5.5.1. Privacy Act Program (PA). The contractor shall comply with DoD 5400.11-R, The Privacy Act Program requirements and Air Force Instruction 33-332, Air Force Privacy Program. The regulation sets mandatory guidelines for collecting, safeguarding, maintaining, using, accessing, amending and disseminating personal information kept in systems of records to comply with the Privacy Act, Title 5, United States Code (U.S.C.), Section 552a.

5.5.2. For Official Use Only (FOUO). The contractor shall create and maintain FOUO material IAW DoD 5400-7R, DoD Freedom of Information Act Program; AFI 33-129, Transmission of Information via the Internet, paragraphs 7.4, 8.2.3, 16 and 17; and AFI 33-201, Communications Security (COMSEC), Table 1. Mark all documents meeting the requirements identified in DoD Regulation 5400-7/Air Force Supplement, paragraphs C3.2.1.2 thru 3.2.1.9 as "For Official Use Only" IAW instructions identified in paragraph

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C4.2.1. Safeguard all sensitive data IAW DoD Regulation 5400.7/Air Force Supplement, paragraph C4.4. When documents containing FOUO material are authorized for destruction, shred the records in an approved shredder fit for the classification. Degauss or overwrite magnetic tapes or other magnetic media.

5.5.3. Records Management. N/A

5.6. Publications. Can be accessed on-line at <http://www.e-publishing.af.mil/>. Supplements or amendments to listed publication from any organizational level may be issued during the life of the contract. The contractor shall immediately implement those changes in publications, which result in a decrease, or no change in the contract price. Prior to implementing any such revision, supplement, or amendment that will result in an increase in contract price, the contractor shall submit to the CO a price proposal and obtain prior approval. Price proposals shall be submitted within 15 calendar days from the date the contractor receives notice of the revision, supplement, or amendment giving rise to the increase in cost of performance. Changes in the contract price due to supplements and amendments shall be considered under the FAR 52.212-4, Contract Terms and Conditions - Commercial Items clause. Failure of the contractor to submit a price proposal within 15 calendar days from the date of receipt of any change, shall entitle the government to performance in accordance with such change, at no increase in contract price.

5.7. Key Control. The Government has and will maintain key control of both dining facilities. The contractor shall abide by Government established key control procedures for the government key issued to the contractor for the office in the Berg-Liles Dining Facility. Keys issued to the contractor by the government must be properly safeguarded and not used by unauthorized personnel. The contractor shall not duplicate keys issued by the government.

5.8. Traffic Laws. Contractor and its employees shall comply with base traffic regulations for all vehicles they drive on base. For example, while on TAFB you MUST use hands-free devices while driving. No texting or manipulating a phone while driving is permitted.

5.9. Acts Of God. The contractor shall use reasonable diligence to provide a regular and uninterrupted supply of service, but shall not be liable for damages, breach of contract or otherwise, to the government for failure, suspension, diminution, or other variations of service occasioned by or consequence of any cause beyond the control of the contractor, including but not limited to acts of God or of the public enemy, fires, floods, earthquakes, or other catastrophe; strikes; or failure or breakdown of transmission or other facilities. If any such failure, suspension, diminution; or other variation of service shall aggregate more than 48 hours during any billing period hereunder, an equitable adjustment shall be made in the monthly billing specified in this contract (including the minimum monthly charge).

5.10. NDAA LABOR DATA REPORTING

5.10.1. The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Mess Attendant contract via a secure data collection site.

5.10.2. Location of Site. The contractor is required to completely fill in all required data fields at <http://www.ecmra.mil>.

5.10.3. Reporting Period. Reporting inputs will be for the labor executed during the period of performance for each Government fiscal year (FY). While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the CMRA help desk.

5.10.4. Uses and Safeguarding of Information: Information from the secure web site is considered to be proprietary in nature when the contract number and contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the contractor name and contract number associated with the data.

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5.10.5. User Manuals: Data for Air Force service requirements must be input at the Air Force CMRA link. However, user manuals for government personnel and contractors are available at the Army CMRA link at <http://www.ecmra.mil>.

6.0. Technical Exhibits

Technical Exhibit 1 - Hours of Operation

Technical Exhibit 2 - Workload Estimates

Technical Exhibit 3 - Applicable Publication and Forms

Technical Exhibit 4 - Service Locations

Technical Exhibit 4a - Equipment Serial Numbers for Berg-Liles and Raptor Quick Turn

Technical Exhibit 5 - Definitions and Acronyms

TECHNICAL EXHIBIT 1 HOURS OF OPERATION

Main Dining Facility, Bldg 1690 (Berg-Liles Dining Facility)

<u>MEAL</u>	<u>WEEKDAY HOURS</u>	<u>NUMBER OF SERVING LINES</u>	<u>SAT/SUN/ HOLIDAYS</u>	<u>NUMBER OF SERVING LINES</u>
Breakfast	0530-0730	1*	0630-0730**	1*
Lunch	1030-1300	2	1030-1300	2
Dinner	1630-1830	1*	1630-1830	1*

* - As determined by the on duty military supervisor, the contractor will open a 2nd cash register and 2nd dining area.

** - On the following dates the Berg-Liles Dining Facility will open at 0530 due to extended mission requirements:
7-8 Jun 14, 12-13 Jul 14, 2-3 Aug 14, and 13-14 Sep 14.

***- After September 2014 the Berg-Liles Dining Facility will continue opening at 0530 due to extended mission requirements for one weekend out of the month. The Government will provide notice one month in advance but retain the ability to change requirements provided the contractor is given 48 hour notice.

NOTE: The main dining facility will provide takeout service during normal meal serving hours.

NOTE: Holidays, as determined by the government. The contractor will be notified by the contracting officer or COR of the scheduled serving hours for holidays at least 3 days before the date of the holiday (Refer to page 11 Section 14.c.l). They will not exceed the hours used for a normal weekday. Thanksgiving and Christmas Day meals will be served using the below serving schedule:

Flight Kitchen, Bldg 153 (Raptor Quick Turn)

<u>MEAL</u>	<u>WEEKDAY HOURS</u>
Lunch	1030-1330
Dinner	1700-1900
Midnight	2300-0100 (Sunday-Thursday)

Flight and ground support feeding will be accomplished Monday-Friday and on weekends/holidays "As needed"

NOTE: The contractor will not perform services at the flight kitchen on holidays that the government observes between Monday and Friday, with the exception of a contingency/emergency.

TECHNICAL EXHIBIT 2 WORKLOAD ESTIMATES

MEAL ESTIMATES

BERG-LILES

Average daily meal count for normal
work week (weekdays only)

Breakfast	140
Lunch	300
Dinner	200

Average daily meal count for meals served on weekends
(Saturdays and Sundays) down days, and holidays

Breakfast	60
Lunch	150
Dinner	120

Approximately 11,000 – 14,000 meals total are served per month.

RAPTOR QUICK TURN

Lunch	150
Dinner	50
Midnight	50

The Raptor Quick Turn Flight Kitchen provides approximately 170 ground support box meals and flight meals per day to authorized patrons during a normal duty day.

Approximately 6,000 – 9,000 meals total are served per month.

TECHNICAL EXHIBIT 3

APPLICABLE PUBLICATIONS AND FORMS

Publications and forms applicable to this Performance Work Statement (PWS) are listed below. The contractor has coded publications as mandatory (M) or advisory (A). The contractor shall follow those publications coded as mandatory to the extent (that is, the specific procedure in a paragraph, section, chapter or volume) specified in the PWS. The contractor shall be guided by those coded advisory to the extent necessary to meet requirements in this PWS. At the start of the contract, the Government provides all publications and forms listed. The Government may issue supplements or amendments to listed publications from any organizational level during the life of the contract. The contractor shall keep all issued publications up-to-date. The contractor shall immediately implement those changes in publications that result in a decrease or no change in the contract price. Before implementing any such revision, supplement, or amendment that will result in an increase in contract price, the contractor shall submit to the administrative contracting officer (ACO) a price proposal for approval. Price proposals shall be submitted within 30 calendar days from the date the contractor receives notice of the revision, supplement, or amendment giving rise to the increase in cost of performance. The Government will consider changes in the contract price due to supplements and amendments shall be considered under the "Contract Terms and Conditions-Commercial Items" clause. The Government will continue to supply the Government forms needed for daily operations. Upon completion of the contract, the contractor shall return to the Government all issued publications and unused forms.

Publications Code:

AFI--Air Force Instruction

AFMAN--Air Force Manual

AFP--Air Force Pamphlet

AF Form--Air Force Form

DD Form--Department of Defense Form

DODI-Department of Defense Instruction

NFPA-National Fire Protection Association

FSVF-Force Support Food Service

DEPARTMENT OF DEFENSE and AIR FORCE PUBLICATIONS:

Number	Title of Directive	Mandatory (M) Or Advisory (A)
AFI 32-7042	Waste Management	A
AFI 32-7086	Hazardous Materials Management	M
AFI 40-101	Health Promotion Program	M
AFI 91-302	AF Occupational and Environmental Safety, Fire Protection and Health (AFOSH) Program	M
AFOSH STD 91-300	Safety-Food Service Operations	M
AFOSH STD 91-501	AF Occupational Safety and Health Standard	M
AFPAM 32-1004-3	Building Manager's Handbook	A
DODI 3020.37	Continuation of Essential DoD Contractor Services During Crisis	M
DoD 5200.2-R	Personnel Security Program	M
AFI 31-501	Personnel Security Program Management	M
DoD 5200-01 V 1-4	Information Security Program	M
AFI 31-401	Information Security Program Management	M
AFI 10-1101	Operations Security	M
DoD 5500.7-R	Ethics Standards	A
AFI 31-101	Installation Security Program	M
AFI 31-209	Air Force Resource Protection	M
AFI 34-239	Food Service Management Program	M
AFI 34-241	Meal Card Program	M
AFI 48-116	Food Safety Program	M
AFI 40-104	Nutrition Education	M
AFI 64-106	Air Force Industrial Labor Relations Activities	M
AFMAN 34-240	Food Service Program Management	M

OTHER DIRECTIVES: Can be found at: <http://www.e-publishing.af.mil/>

US Department of Health and Human Services Food Code	M
AF Corporate Food Service Guidelines	M
AF Food Service Golden Eagle Standards	M
AF Food Service Recipe System	M
AF Food Service Worldwide Menu	M
AF Worldwide Menu	M

AIR FORCE FORMS:

AF Form 27	Food Service Customer Comments
AF Form 79	Cash Collection Record
AF Form 463	Request for Flight Meals
AF Form 1469	Invalid ESM Log
AF Form 2039	Ground Support Meal Request Form

DEPARTMENT OF DEFENSE FORMS:

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DD Form 1131	Cash Collection voucher
DD Form 1608	Unsatisfactory Material Report (Subsistence)
DD Form 1081	Statement of Agent Officer's Account

OTHER DIRECTIONS (Forms and Publications can be provided by the DFAC Manager upon request)

Cashier's instruction Book
Food Manager's Checklist
Food Services Forms Guide
Food Services Managers Handbook
Food Service Manual
Food Services Monetary Standards

TECHNICAL EXHIBIT 4

SERVICE LOCATIONS

The contract work will be performed in the following locations:

BLDG NO.	USE/DESCRIPTION	APPROXIMATE SQ FT
1690	Berg-Liles	16000
208	Raptor Quick Turn (RQT)	2800

TECHNICAL EXHIBIT 4a
EQUIPMENT SERIAL NUMBER FOR BERG-LILES AND RAPTOR QUICK TURN

Located at Berg-Liles Dining Facility

Nomenclature	Make	Model #	Serial #
4 Well Plate Warmer	SEFI Fabrications		
4 Well Plate Warmer	SEFI Fabrications		
4 Well Plate Warmer	SEFI Fabrications		
Blast Chiller	American Panel	AP7BCF70-2	0112-101001
Buffalo Chopper	UNIVEX	BC-18	S023398
Buffalo Chopper	UNIVEX	BC-18	S023397
BUSSING CARTS	Busting	22131824B	GJH-K4316C
BUSSING CARTS	Busting	22131824B	FJH-K4313A
BUSSING CARTS	Busting	22131824B	FJH-K4313A
BUSSING CARTS	Busting	22131824B	GJH-KR3136C
Carpet		N/A	N/A
Charbroiler electric	Wells	B-50	850111180002
Clipper	Hobart	FRCL86E	85-1071562
Coffeemaker	Bunn	ICB-DV	ICB0010779
Conveyor Toaster	Hatco	TQ-1800H	2660381241
Dessert Carousel	True	G4SM-23RGS	7331829
Disposable Cup Dispenser	Round Up	LS-30	9900326 0508
Disposable Cup Dispenser	Round Up	LS-30	9900326 0508
Flat Grill	Hobart	WEG720	659090051
Flat Grill	Hobart	CG50	650089395
Flat Grill	Columbia	CFETC-36E	10834011

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Nomenclature	Make	Model #	Serial #
Food Processor	Electrolux	TRS1V	9FRT6033430421910005
Food Processor	Robot Coupe	CL50D	3150161403X-07
Fryers	Frymaster	FMRE180CSE	1211VB0011
Fryers	Vulcan	1ERD50	48-1395739
Garbage Disposal	Hobart	FD3/300	27-1174-420
Garbage Disposal	Hobart	FD3/300	27-1174-421
Ice Bin	Manitowoc	S400	20822384
Ice Bin	Manitowoc	S400	20920936
Ice Cream Dispenser	Taylor	161-27	M202281
Ice Cream Freezer	Turbo Air	TSD-27CF	CF27703019
In-Focus system	HP		
Janus Flat Screen	Janus		
Janus Flat Screen	Janus		
Meat Slicer	Globe Food	3600P	3604019
Meat Tenderizer	UNIVEX	2137487	BM00720501005
Meat Tenderizer	HOBART	403	56-1300-855
Microwave oven	Panasonic	NE1024F	6H89100685
Microwave oven	Panasonic	NE1024F	6H89100695
Mixer	Volrath	MIX1060	B14-00169841-0262
Mixer	Univex	SRM20+	MO11176
Movie Screen	Da-Lite		
Nacho cheese dispenser	APW Wyott	CCWMKVII	350041206044
Nacho Dispenser	Server	51000	51000054
Ovens	Vulcan	VC6ED-12	481398658 NAA
Ovens	Vulcan	VC6ED-12	481398659 NAA
Oven, Combi	Convotherm	OES-10.20	0911230000090
Oven, Combi	Convotherm	OES-10.20	0911230000091
Pallet Jack	Crown	DELETED	DELETED
			2660041241
Pizza Display	Hatco	FSDT-2	
Plastic Wrap Dispenser	HEAT SEAL	18-24N	
Portable Food Warmer	Hatco	DELETED	DELETED
POS Aloha system/terminal	Radiant systems	P1550-8280	26313*Contractor is not responsible for repairs of maintenance of the Aloha System Terminals
POS Aloha system/terminal	Radiant systems	P1550-4200	4685*Contractor is not responsible for repairs of maintenance of the Aloha System Terminals

Potato peeler	Crypto Peerless	DELETED	DELETED
Potato Peeler	Hobart	6430	56-1330-777
Nomenclature	Make	Model #	Serial #
Reach-in Refer table top	TRUE	GDM-05PT-S	7518649
Reach-through warmer	Victory	HS-1D-7-PT	NO638611
Reach-through warmer	Victory	HS-1D-7-PT	NO638612
Refrigerator 2-dr	Hobart	Q2	32-1089078
Refrigerator 2-dr	Continental	2R-SS-PT	14838270
Refrigerator 2-dr	TRUE	GDM-418-L	7531808
Refrigerator 3-dr	Hobart	Q3	32-1107658
Refrigerator 3-dr	Hobart	Q3	32-1090822
Salad bar	Dietary Equipment		
Salad bar	Dietary Equipment		
Sandwich Bar	Delfield	4464N-24M	1211152000762
Sandwich (Omelet) Bar	Beverage Air	SP60-24M	5504687
Sandwich (Hamburger) Warmer	Hatco	GRHW-15G5	2865890632
Serving line 6 well	Carter-Hoffmann	CC688	SCH-37999-4280-38-L-3
Serving Line 6 Well	Delfield	SH-6-N6	1211150001954
Serving Line 6 Well	Delfield	SH-6-N6	1211150001951
Serving Line Cold	Delfield	SCSC-96-B	1211150001953
Serving Line 2 Well	Red Hots	1220FW2-120	0610010057
Serving Line 2 Well	Red Hots	1220FW2-120	0610010059
Multiple Stainless steel tables			
Multiple stainless steel/aluminum carts			
Multiple Stainless steel			

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table w/back splash			
Stand Fan X 2	King of Fans	HPV 30E	
Steam Generator	Cleveland Range	24EM24	B3763-03K-01
Nomenclature	Make	Model #	Serial #
Steam Kettle	Cleveland Range	KDT-12T	5144-034H-01
Steam Kettle	Cleveland Range	KDT-12T	5311-031-03
Steam Kettle	Cleveland Range	KET-6-T	090523054096
Steam Kettle	Cleveland Range	KET-6-T	090523054095
Steam Kettle	Cleveland Range	KEL-25-T	WT5491-03J-01
Steamer 2dr	Vulcan	C24EA10	46-2006227
Tilt grill	Groen	FP 011-4	42640CF
Tilt grill	Groen	BPM-40E	74618-1-1
Thermo Finisher	Hatco	TF-4619	2660361241
Thermo Finisher	Hatco	TF-4619	2660371241
8 TV's			
Warmer, Pass through	Victory Ultraspec	HA-10-1-PT	K1204799
Warmer, Pass through	Victory Ultraspec	HA-10-1-PT	No Serial #

	Freezer (2-Door)	True	T-49F	1-3937323
	Electric Can Opener	Edlund	203	094784

(Raptor Quick Turn Information Continued on Next Page)

RQT Inventory

	Nomenclature	Make	Model	Serial
1	2 Door Sliding Refrigerator	True	GDM-45	7548946
2	3 Door Sliding Refrigerator	True	GDM-46	7548948
3	3 Door Refrigerator	True	GDM-72	7564818
4	Ice Cream Small Cooler	Silver King	SKCTM	SAHI40889A
5	Coffee Machine	Bunn	VPS, BLK -LTD	UPS0154814
6	Counter Top Refrigerator	True	TUC-49	1-2247231
7	6 Well Serving Line	Voll Rath	98888-0001-CNB	0044-00586363-001
8	Walk-in Cooler	Artic	O-3478	80530
9	Walk-in Freezer	Artic	F-3478	80450
10	Deep Fat Fryer	FryMaster	RE114SC	1107NA0035
11	Deep Fat Fryer	FryMaster	RE114SC	1107NA0034
12	2 Tier Oven	Southbend	SLEB/20SC	12J53904-02
13	Flat Top Grill	Star Max	536TGF	T5360912A0037
14	Char Grill	Star Max	5124CF	51202462
15	Warmer	Hobart		
16	Food Processor	Robo Coupe	R6VN	2360392803A-08
17	Ice Machine	Manitowoc	QD0273W	110144069
18	Clipper	Hobart	AM 15	23-1140-418
19	Microwave	Panasonic	NE-1024F	6H89100702
20	2x Stainless Steel Table	Advance Tabco	KMS 308	N/A
21	Stainless Steel Table	Advance Tabco	FLAG-306	N/A

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TECHNICAL EXHIBIT 5 DEFINITIONS & ACRONYMS

A La Carte system (ALACS). Item pricing of all menu items. Under ALACS, the cash patron pays for each item selected; the essential station messing (ESM) patron receives all items selected without charge.

Basic Allowance for Subsistence (BAS). A cash allowance paid to military personnel in place of subsistence.

Corporate Food Service (CFS). The automated system for all Air Force Food Service activities is Corporate Food Service (CFS). The food service software includes programs for menu planning, recipes, inventory, requisitioning subsistence, controlling food production, identifying patrons, pricing menu items, and preparing accounting reports.

Contracting Officer Representative (COR). Government appointed and trained person responsible for surveillance of the contractor.

Director of Military Public Health (MPH). The installation medical authority that defines and monitors sanitation standards and procedures for food service activities. Representatives of the MPH inspect sanitary conditions and apply ratings based upon their professional qualitative judgment.

Equipment. Items used to store, prepare, cook, transport, and serve food. Equipment also includes items used in cleaning and sanitizing, as well as those used to transport and store supplies.

Essential station messing (ESM). Food furnished to enlisted personnel at Government expense, instead of a monetary allowance.

Food Handlers. Food service personnel who work where unsealed food or drink is handled, processed, prepared, or served, and who touch food or food contact surfaces in any way. Excluded are food service managers, cashiers, and delivery persons who do not handle unwrapped food or touch food contact surfaces.

Food Service Manager (FSM). An officer, noncommissioned officer, or civilian responsible to the base Chief of Services for matters relating to food service. Advises the contracting officer on matters relating to the contract.

Major Maintenance. The maintenance and repair of equipment, including the restoration or replacement of parts because of wear and tear, damage, failure of parts, or the like. Major Maintenance includes replacing or repairing handles, hinges, gaskets, compressors, and all other components necessary to maintain refrigeration in refrigerators.

Meal. A meal served at an ALACS dining facility is any total sale made over 20 cents at breakfast, and over 40 cents at all other meals, before the Operating Charge is applied. A sale of less than the specified minimum sales to a cash or essential station messing (ESM) patron shall not count as a meal served.

Minor Maintenance. Involves the cleaning, adjusting, tightening or knobs, screws, nuts, bolts, etc., as required to keep food service equipment in operation and performing other user maintenance recommended by the manufacturer.

Point of Sales (POS). The cash register that links to the Corporate Food Service System. Basically refers to the cashier's station where customer's meals are paid for and recorded on CFS sales report.

Preventive Maintenance. Encompasses the tasks necessary to prevent the premature failure of equipment and includes routine checks of all equipment, lubricating, greasing, and oiling equipment parts/ components on a regular basis, and the maintenance of equipment logs.

Subsistence. Food items, including beverages and condiments.